



NSSC News...Oct 4, 2004


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Visit our website at: <http://nssc.nasa.gov/>

NSSC Vision: Unparalleled Service

NSSC Mission: "To provide timely, accurate, high quality, cost effective and customer **focused** support for selected NASA business and technical services."

NSSC Center Visit Schedule

✓ Sept 22 Glenn Oct 14 Langley Oct 22 Johnson Oct 26 Marshall Oct 27 Competency Center Nov 4 Goddard	Nov 9 Ames Nov 10 Dryden Nov 15 Kennedy Nov 18 HQ TBD - Stennis 
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Welcome new Agency Team Members

- Candy Irwin (HQ) is our new Agency HR Lead replacing Jerry Simpson.
- Michele Foster (KSC/MSFC) will be joining the team full-time mid-October as a Program Analyst.
- Shirley Chandler (MSFC) joined the NSSC Business Office in September.

Competitive Sourcing schedule

- Final RFP released Sept 13, 2004
- Proposals due Nov 8, 2004
- Selection in early May 2005
- Award in late May 2005
- Site activated June – Sept 2005
- NSSC Operation date October 2005

Next Center Transition Team ViTS

October 28: 3:00 – 4:30 p.m. EST

Staffing Approaches/Time lines

Descriptions of approaches and time-lines to NSSC staffing and the Employee Transition Plan are outlined on pages 2-3. Thanks to Koby South for his research and contributions to the staffing portion of this newsletter.

Nothing endures but change

Heraclitus, Greek philosopher (540 BC - 480 BC)

Shared Services - Myths and Realities

Myth: There is no real reason to do this.

Reality: There is a burning platform within NASA to direct resources toward the mission and operate business and administrative functions efficiently and effectively.

Myth: Shared Services is synonymous with corporate control.

Reality: On the contrary, Shared Services organizations that are designed as independent business units, the way NSSC is designed, operate for the benefit of their business partners and performance is tracked and evaluated based on mutually agreed upon expectations.

Myth: Shared Services Centers are like any other organizations.

Reality: Shared Services Centers are flat and lean with minimal layers of management and are oriented outward toward the business units to whom they provide service.

Myth: Service will not improve or may deteriorate.

Reality: Expectations of service and outcomes will be clearly outlined in Service Level Agreements created with customers. Those agreements will be the foundation for monitoring performance, communicating with customers, identifying opportunities, and continuously improving service.

Myth: There will be no benefits.

Reality: The NSSC is developing Performance Metrics and Key Performance Indicators to track both tangible and intangible benefits (i.e. cost savings, process streamlining, improved service, ease of use). Regular reports on performance and outcomes will be published.

Myth: It will be difficult to get service.

Reality: In a Shared Services environment, service is job 1. Providing easily accessible and effective self service and contact center service is the primary fabric of its culture.

Myth: There is nothing to be gained by employees.

Reality: Shared Services provides opportunities for growth and mobility and will allow staff at NASA Centers to move from transactional processing toward more analytic and consultative work.

NSSC Staffing

The NSSC Agency Transition Team is committed to working with Centers to ensure smooth and well planned transitions among staff impacted by the NSSC. Described in this article is the high-level approach and time line associated with staffing Inherently Governmental positions for the NSSC and the role of the Employee Transition Plan.

Summary:

Staffing Inherently Governmental positions

- ✓ Starting next month (November 2004) advertisements will be posted for some NSSC leadership positions.

Employee Transition Plan

- ✓ The Employee Transition Plan (ETP) is a tool to be used by Centers to work with impacted employees to understand and prepare for changes in their work environment. The Plan is a living document, updated quarterly, as activities transition to the NSSC.

Staffing Inherently Governmental jobs at NSSC

The first positions to be announced, posted, and filled at the NSSC will be Inherently Governmental leadership positions. An IG position is one that must be performed by a Government employee because they require either the exercise of discretion in applying Government authority or the interpretation of value judgments in making decisions for the Government.

The NSSC intends to post the first wave of IG positions in mid-November 2004. Additional positions will be announced in a phased approach through FY 2005. The first postings are expected to cover only senior managerial positions with other managerial, team lead, and critical start-up positions being posted during the 2nd quarter of FY 2005. IG positions will continue to be filled throughout the scheduled two-year transition period.

Employee Transition Plan

OMB Circular A-76 requires the creation of an Employee Transition Plan (ETP) for Civil Servant staff who will be directly impacted by the implementation of the NSSC. Those staff members whose work is directly impacted are in the functional areas of Financial Management, Procurement, Human Resources and Information Technology.

Each Center uses the Agency ETP as a planning tool to identify and plan for positions being impacted by NSSC, both Civil Service (IG and Commercial), and Contractor (MEO and/or Commercial Provider). The plan outlines potential transition and staffing approaches for employees staying at their Centers and those interested in moving to the NSSC. Additionally, it documents roles and responsibilities, and provides communication tools and resources to support the challenges associated with complex change.

The ETP was created and is monitored by the Human Resources Advisor, Peggy Phelps and Deputy HRA Francine Taliaferro in collaboration with the NSSC Change Integration Team. The Plan has also been reviewed and endorsed by the NSSC Executive Director and NASA Senior Leadership in Human Resources and Procurement.

For more information on your Center's transition plan contact your Center NSSC Transition Team Lead or Human Resources Lead.

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	301/286-5025	x9122
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	281/483-0490	x6251
KSC	Dudley Cannon	Frank Nesbit
	321/867-7212	x7293
LaRC	Lesa Roe	Lea Meisel
	757/864-6114	x2953
MSFC	Jim Carter	Mack Blackman
	256/544-6630	x7509
SSC	Michael Dawson	Dorsie Jones
	228/688-4707	x2337
HQ	Jim Frelk	Linda Pultz
	202/358-0896	x1568

Working Together

Center managers and functional leads are encouraged to be creative and flexible, to communicate with impacted employees, to consider the implications of the 3-year NSSC phase in period, and to share ideas and practices with one another. Impacted employees are encouraged to update their IDP's to help assess their own skills and plan for future development.

Please continue to monitor future NSSC news articles for important updates on the NSSC staffing plan and updates on employee transition planning.